

FaDSS Policy 1.1 – Waiting List for Services

Policy Statement

When a FaDSS grantee does not have capacity to serve all eligible families referred for services, the agency may need to operate on a waiting list for services.

A waiting list shall only be implemented when a grantee is at or above 95% of their program capacity, as determined by the number of families served in the month prior, unless the following conditions are met:

- The grantee agency has a staff vacancy or is onboarding a new specialist (within 6 months of hire) who is not yet able to serve a full caseload, or
- Prior approval from DCAA is granted based on other circumstances

Grantees operating a waiting list must ensure that families meeting the priority of service criteria are served before otherwise eligible families in their service area in the most equitable manner feasible.

Upon receiving a referral, if the family is placed on a waiting list, the family and the referral source must be notified. Families must be provided with other community resources when placed on a waiting list.

When a family comes off the waiting list, the agency has 30 days to recruit the family. If the family is not responsive or cannot be reached within 30 days, the family's name is removed from the waiting list.

Specialists have 30 days from the date of contact with families who come off the waiting list to determine eligibility. If the family needs additional time to provide necessary eligibility documentation, an additional 30 days should be granted. If eligibility cannot be determined within 60 days of contacting the family when they come off the waiting list, the family will be removed from the waiting list.

Effective: July 1, 2023